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ABSTRACT

Highlighting an on-going need to create programs that meet the multiple needs of minority aged, the Conference aimed to: identify the needs of the Hispanic Elderly in the Western Region, and develop program models which can be implemented in response to the needs. Workshop topics included: the need to coordinate the efforts and activities of the various national organizations dedicated to serving the Hispanic Elderly; planning models for effective services to Hispanic Seniors (Titles III and VII); Hispanic community participation; cultural, psychological and demographic profile of the Hispanic Elderly; future trends in minority aging; information and referral, a vital link between the Hispanic Elderly and service provider; and developing programs for the aged (legal, administrative, and fiscal aspects). The Conference was successful in: building bridges of communication between senior citizens, professionals, and legislators at the local, state, and Federal government levels; establishing lines of priority among the experts; and directing their resources toward the maximum good. Two recommendations which clearly stood out were the: need to increase fiscal expenditures on Hispanic-oriented programs and research; and need to maintain a national center or clearinghouse on the Hispanic Elderly. It was also deemed that bilingual communication was an important element in the successful delivery of services to the Hispanic Elderly. (NQ)

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THE FIRST WESTERN REGIONAL HISPANIC CONFERENCE ON AGING

"SEARCH FOR HISPANIC MODELS"

OCTOBER 7-8, 1976

LOS ANGELES, CALIFORNIA

U S DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

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FINAL REPORTS
AND RECOMMENDATIONS

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ANPPM

ASOCIACION NACIONAL PRO PERSONAS MAYORES

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March, 1977

The Asociacion is happy to present this Final Report from the First Western Regional Hispanic Conference On Aging. The Report highlights an on-going need to create programs that meet the multiple needs of Minority Aged.

One of the important results of the Conference was the initiation of an on-going dialogue with AAA's, State Offices on Aging, Hispanic service providers and, most importantly, the Hispanic Older Persons themselves. We hope that these findings will stimulate an in-depth analysis of future developments in the field of Minority Aging.

Muchas gracias,

Carmela G. Lacayo

CARMELA G. LACAYO
President/Executive Director

FORWARD

On October 7 and 8, 1976, the Asociacion Nacional Pro Personas Mayores sponsored "The First Western Regional Hispanic Conference on Aging" at the Sheraton Airport Hotel, Los Angeles, California. The event was attended by more than 200 persons from throughout the Western Region and from as far away as Puerto Rico.

The opening address was presented by Ms. Janet Levy, Director of the California Department of Aging, where one of the points she stressed was the need for local, State, and federal decision-makers to seek beyond their immediate sphere of knowledge in order to learn of the vast numbers of people whose culture and needs differ from those of the larger population.

There were several discussion groups, seminars, and workshops which addressed the more pressing issues. Some of the main points of interest were, what are the needs, priorities, and resources? Also, who can contribute to the betterment of the existing conditions, and how can we coordinate our efforts to create an effective lobbying force? The various seminars and subsequent workshops ranged from determining the purpose of National Organizations to identifying the activities of rural service providers, and from preparation for retirement to how to maintain an active life in the post-retirement years.

The Conference concluded with a special session entitled "Interaction With Legislators" which was chaired by Mr. Hank Lacayo, Executive Director of CAP and Administrative Assistant to Leonard Woodcock, President, United Auto Workers. The two principal speakers were The Honorable Art Torres, Assemblyman 56th District, California, and The Most Reverend Patricio Flores, Auxiliary Bishop, San Antonio, Texas.

Assemblyman Torres spoke on the status of legislation on the Hispanic Elderly and emphasized his desire to work closely with the Asociacion Nacional to promote efficacy programs for our Elderly.

Bishop Flores touched on the cultural traits of the Hispanic Aged and indicated that there is a need to maintain close relations with the heritage and values that abound in our communities. The young as well as old should not be deprived of these values, and human service programs should serve to reinforce the Hispanic culture rather than to assimilate it into the mainstream of life. He too underscored his desire to work along with the Asociacion toward this endeavor.

One of the highlights of the Conference was the genuine interest expressed by the approximately 100 senior citizens who participated, some of whom traveled hundreds of miles to attend. We could not have learned more about the problems confronting our Personas Mayores than by hearing it directly from them. We extend to them a sincere note of gratitude and appreciation for their noble efforts.

PURPOSE

As the Conference theme "Search For Hispanic Models" connotes, there is a need to identify processes of service delivery which take into account the cultural attributes of the Hispanic Elderly and which will in turn raise their standard of living. Currently, our Personas Mayores are unable to gain the full benefits of our Social Security system, health plans, transportation programs and other projects because of a distinctly different culture and style of living.

The objectives of the Conference, then, were: 1) to identify the needs of the Hispanic Elderly in the Western Region and; 2) to develop program models which can be implemented in response to the aforestated needs. This information is presently being used to develop a Technical Assistance package for use by State Offices on Aging, Area Agencies on Aging, and local community service groups.

METHODOLOGY

The Conference consisted of thirteen seminars, each focusing on a different topic of interest. These were followed with workshops where the information from the seminars was expanded and transformed into solution-oriented discussions. The workshop participants were asked to refrain from the usual rhetoric and to focus their thoughts on identifying solutions and practical working models. Assistance was provided through a set of questions distributed in the workshops which identified the salient points of each topic and which the workshop participants responded to. A set of recommendations was then generated and recorded by a recording secretary.

A plenary session was held on the final day of the Conference where some of the recommendations were read and discussed before the general audience.

DEFINITION OF "MODEL"

One of the more widely accepted notions is that "Models" are used as surrogates for strategies, and entails the pragmatics of social change, or how one defines the social structure of the world. For us, the use of models is not simply an explanation of change, but more usually, an insistance that change takes place in a certain way. The development of models is thus essential for ensuring the allocation of a fair share of services to the Hispanic Elderly.

SUMMARY

The Conference raised some very vital concerns, e.g., the Hispanic Elderly do not receive their share of services; they do not take advantage of the benefits available to them; and too often, they are not informed of these programs. Bilingual communication, then, was deemed an important element in the successful delivery of services to the Hispanic Elderly.

Adequate transportation could also help alleviate this dilemma. It was brought up that in order for senior citizens to benefit from Title VII programs they must have transportation or access to the program sites, and that without transportation they are further restricted from traveling to shopping areas, medical facilities, or recreation sites.

The issue was also raised that greater Federal expenditure is needed in the Hispanic communities. However, it was emphasized that Federal monies are unobtainable if there is no proposal, and there will be no proposals unless knowledgeable individuals write them. In order to increase the number of professional proposal writers there must be an increase in the number of graduates from Community Colleges, Universities, and other educational institutions. For this to become a reality then, there must be a process of re-educating the community to the needs of the Hispanic Elderly. The community must be made aware that the Hispanic Elderly are among the lowest in the socio-economic scale, and that the only way to rectify this situation is through a large scale participation effort from all levels of the community.

It was generally agreed that factors relating to cultural values such as the need for bilingual/culturally sensitive personnel, Spanish language literature, and decision-makers who understand the attitudes and viewpoints of the Hispanic Elderly, should not preclude the importance of utilizing to their fullest, the existing services and resources which are available to all the Elderly. It was also felt that every effort should be made to promote existing service centers; inefficient as they may be, they none the less serve valuable functions by providing temporary services until new and more effective methods of service delivery can be devised, and they will serve as the foundations through which the new programs will be implemented.

The subsequent pages identify the topics of the workshops and their respective speakers. Also, a description of the subject matter from each session is given in part and is proceeded by a set of recommendations that evolved as a result of the discussion.

TABLE OF CONTENTS

FORWARD..... ii

Purpose, Methodology, and Definition of "Model"..... iv

Summary..... v

I. National Organizations and the Hispanic Elderly; Let's Work Together..... 1

II. AAA's And Service Providers: How to Work More Effectively Together..... 4

III. Planning Models For Effective Services To The Hispanic Seniors: Titles III and VII..... 7

IV. Participation of the Hispanic Community..... 10

V. Cultural, Psychological, and Demographic Profile of the Hispanic Elderly..... 18

VI. Future Trends in Minority Aging..... 22

VII. Information and Referral - A Vital Link Between the Hispanic Elderly and Service Providers... 25

VIII. Developing Programs For The Aged: Administrative, Legal, and Fiscal Aspects..... 30

Conclusion..... 33

I. NATIONAL ORGANIZATIONS AND THE HISPANIC ELDERLY: LET'S WORK TOGETHER

Speaker: Carmela G. Lacayo, National Executive Director, Asociacion Nacional Pro Personas Mayores

Resource Persons: Juan Rodriguez-Muñoz, Executive Director, Puerto Rican Training Institute, New York

Peggy Best, Senior Administrative Coordinator, Mayor's Office For the Aging, Los Angeles

Moderator: Maria Ramirez, Coordinator, Bilingual Education, New York State Department of Education.

The central focus of this seminar was the need to coordinate the efforts and activities of the various national organizations dedicated to serving the Hispanic Elderly. It was agreed that such coordination would provide greater lobbying power and would create a nucleous of organizations working toward similar goals without duplicating efforts.

Ms. Carmela Lacayo stressed the importance of establishing lines of communication between all organizations. She also stated that the Asociacion was developing into a clearinghouse for research and information on program development, and that other organizations can assist by relaying pertinent information.

Further discussion centered around the need to identify the resources, manpower, and expertise for purposes of determining the strategies which would produce optimum results. Discussion was then centered on the following questions:

1. What resources are available in the various national organizations represented which can be tapped for the benefit of the Hispanic Elderly?

2. How can the resources identified in answer to question number 1 be made available to the AAA network, the Asociacion Nacional and other organizations serving the Hispanic Elderly?

3. Can a resolution be agreed upon at this Conference to promote ongoing communication and collaboration between national Hispanic organizations, the AAA network, the Asociacion Nacional, and other organizations serving the Hispanic Elderly?

RECOMMENDATIONS

As a result of these discussions it was recommended that:

1. the Asociacion and other national organizations become more actively involved in census data-gathering which would produce figures that reflect more accurately the size of our constituents. Input should be made as soon as possible so as to make a noticeable impact on the 1980 census reports;

2. national organizations integrate their efforts to establish a lobbying force to voice the opinions of the Hispanic Elderly;

3. all agencies must have bilingual/bi-cultural personnel and that national organizations, especially the Asociacion Nacional, be mandated to oversee that such action is carried out;

4. a national publication which addresses the issues relevant to the Hispanic community should be created and disseminated to the various aging agencies. This would also serve the function of informing professionals in the aging field of the cultural attributes of the Hispanic community;

5. the Asociacion Nacional should act as a national clearinghouse and resource center for research and program development;

6. in conjunction with other national organizations, the Asociacion Nacional Pro Personas Mayores should develop a Technical Assistance Packet for distribution to State Offices on Aging, Area Agencies on Aging, and other groups whose purpose is to serve the Elderly;

7. the Asociacion Nacional should translate Title III and Title VII information and transcribe it into language which is easily understood by the Elderly;

8. a resource pool of funding organizations should be established and made readily accessible to all groups interested in developing aging-related programs; and in conjunction with other national organizations, provide technical assistance and manpower in the initial phases of the program;

9. the Asociacion Nacional should work with other organizations to increase the levels of funding for programs which serve the Hispanic Elderly.

II. AAAs AND SERVICE PROVIDERS: HOW TO WORK MORE EFFECTIVELY TOGETHER

Speaker: Randy Romero, Southwestern Regional Coordinator, Asociacion Nacional Pro Personas Mayores

Resource Persons: Vicente Pichardo, Teacher/Coordinator, Senior Citizens ACTION Program

Leon Harper, Director, Los Angeles County, Department of Senior Citizen Affairs, AAA

Moderator: Ellen Quigley, Gerontology Coordinator, Garfield Community Adult School, Los Angeles Unified School District

Mr. Randy Romero stated that AAA's and service providers could be more responsive to the actual needs of senior citizens by including them on advisory panels and policy making boards. He also spoke on the need for more bilingual staff members in aging organizations, not only in outreach or clerical positions, but at the administrative levels as well.

Mr. Romero also emphasized the need for bilingual/bicultural personnel to monitor and evaluate the service providers contracts to determine the actual performance of the contract "scope of service".

Mr. Vicente Pichardo gave an overview of the Title VII programs in Los Angeles. He also referred to the methods in which Older Persons were involved in the establishment of the various sites and how the various components of the programs were coordinated in an effort to reach as many senior citizens as possible.

Mr. Leon Harper presented views from AAA's on planning, advocacy, etc., and gave information on the development of AAA's. Also discussed was funding of AAA's, their subsequent funding of service programs, and the coordination of AAA's with meal programs and CAP programs.

In addition, three general categories which were considered to be of great significance in promoting cooperation among AAA's and service providers were:

A. Communication: Communication is not merely the act of exchanging information. It is in the reception and translation of these ideas into behavior that communication truly occurs. Therefore, how can this information or set of ideas best be exchanged and transfered into effective action? It was felt that service providers and AAA's could be more practical if they were to approach ad hoc citizen action groups, neighborhood or block associations, or the more prevalent councils of lay people or professionals which represent the social agencies of a community.

B. Decision Making: Discussion on this topic centered around the importance of combining the viewpoints of the community with the broad perspective and technical skills possessed by authorities from AAA's and service providers. Also mentioned was the fact that making good decisions involves knowing what questions to ask, i.e., "Under whose auspices should the project be conducted?" "Should there be a wide appeal for citizen support?" or "Should strategies be limited to approaching only those involved in the final decision making body?"

C. Working Cooperatively: There is an obvious need for planning and coordination among AAA's and service providers, if only to reduce overlap in service to allocate limited resources for the greatest good. Invariably, an effective coalition between AAA's and service providers could result in more expedient and sound political action, better legislation, and improved services to the Hispanic Elderly.

RECOMMENDATIONS

As a result of the discussions it was recommended that:

1. an evaluative body be established whose primary purpose would be to oversee that AAA's, State Offices on Aging, and service organizations are utilizing to a maximum potential what few resources are available;

2. AAA's and service providers must be sensitized to the cultural needs of the minority Elderly and provided detailed strategies for administering proper services thereof;

3. a study be conducted which would identify the differences in physiological and chronological ages between the various cultural groups that would indicate to us at which point in time Hispanics require medical care and other services.

4. a concerted effort be made which would ensure senior citizens an active role in all levels of decision and policy making that effect their physical and mental health;

5. efforts be made to tap all available funding sources which would provide monies for hiring senior citizens. In conjunction with this, a detailed plan would be drawn up by each hiring agency which would ensure a productive and stimulating work schedule for the senior citizen employee.

6. efforts should be made to encourage participation of senior citizens at all local, state, and federal functions, i.e., conferences, meetings, symposia, etc. This would further provide Area Agencies on Aging and Service personnel first hand knowledge of the needs of the Hispanic Elderly.

III. PLANNING MODELS FOR EFFECTIVE SERVICES TO HISPANIC SENIORS: TITLES III AND VII

Speaker: Jesus Arguelles, Urban Dynamics Associates, Los Angeles, California

Resource Persons: Tony Correa, Specialist on Aging, Region 9 Administration on Aging

Anna Marino, Associate Planner, CPDC, TELACU, Los Angeles, California

Moderator: Antonia Rostami, Teacher/Coordinator, Active Senior Citizen Program Escort/ Outreach

DISCUSSION QUESTIONS

1. What variables are essential in the development of an effective model?

2. Who is developing the model and how are they being developed?

3. How can we influence and justify from a cost-effective perspective the reallocation of dollars in establishing the priorities of the Hispanic Elderly population?

4. What alternative sources of funding are available in the event of the elimination of original funds?

5. How will demographic changes effect the planning of models in the future?

The following is a synopsis of the presentation given by Mr. Arguelles:

PLANNING MODELS FOR EFFECTIVE SERVICES TO HISPANIC SENIORS: TITLES III AND VII

The development, nature and roles of models for sound and culturally responsive program development activities should be functionally understood by technicians and administrators/ managers of service programs for the Hispanic senior. In order for existing and future models to be effective, they should reflect the need 1) for simplicity, 2) for cultural affinity, 3) to recognize the dynamic nature of needs and the characteristics of the environment in which the elderly reside, 4) for low data, resources and time requirements for implementation, and 5) high visibility and results for planning and administrative purposes, e.g., output units to conduct a periodic evaluation of the model's effectiveness.

The use of models has been questioned mainly because of the above five factors. However, this no longer should be the case. Multi-cultural planning professionals have acquired the necessary tools and expertise to deal with change and the needs of the elderly by adopting and adapting less structured and quantitative tools and using more frequently systematic approaches such as the Delphi Technique and Advocacy Planning. Efforts to develop effective service delivery models should continue to be a priority item in every organization's budget.

Now, let us turn to alternatives to the existing "fountain of dollars". As most of us have observed, federal support programs come and go. This should serve as an indicator of the future for Titles III and VII. Therefore, "new" financing sources and arrangements should be sought. For instance, the local universities have grants from private foundations in the area of Gerontology which may be of use to some of the organizations if approached. Also, community or economic development corporations are beginning to recognize the value (economic and human) of our elderly population. Finally, cooperative financial arrangements with private corporations, using public dollars, should be explored for "matching" possibilities to further the development and diversification of existing programs oriented to the Elderly.

In sum, the gist of the discussion centered around the need to identify ways to increase the effectiveness of Title III and Title VII programs, and ways to stimulate more effective use of existing resources for the aged and the aging? Our objective is to attain the optimum physical and mental states for our Elderly through effective programs while taking into account their present socio-economic levels.

To this end, it was recommended that:

1. more bilingual, culturally-based service programs be created which would address the more pressing issues of the Elderly;

2. mini-conferences or workshops be convened in strategic locations to provide technical assistance to service providers and to potential community leaders;

3. every effort be made to establish and support a resource center which would house, among other things, literature, information on funding sources, and an update on all existing research and data relevant to the Hispanic Elderly;

4. we approach all potential funding sources, i.e., foundations, churches, chambers of commerce, corporations, and the various government agencies, and request monies for technical assistance and other related services;

5. an alliance of service providers be created for the purpose of coordinating their efforts into more efficient and worthwhile activities for the Elderly.

IV. PARTICIPATION OF THE HISPANIC COMMUNITY

Speakers: Reverend Mario Vizcaino; National Chairman, Cuban National Planning Council

Maria Ramirez; Coordinator, Bilingual Education, New York State Dept. of Education

Maria Poinsett; Refugee Programs Coordinator, HEW

Dennis Galindo; Administrative Assistant, Los Angeles Center For Law and Justice

Moderator: Jesse Trevino; Asst. Administrative Coordinator, Asociacion Nacional Pro Personas Mayores, Washington Liaison Office

Citizen participation is an important element in the lives of the Hispanic Elderly, not only because it gives them the opportunity to express their needs and ideas, but because experts learn about the socio-psychological and economic states of the Elderly as well.

It is commonly understood that Hispanic involvement at decision making levels requires a degree of neighborhood organization; there must be a unified effort or basis by which local problems can be solved. It is necessary, therefore, that advisory councils be developed to work in conjunction with other local citizen groups, public officials and national organizations to develop effective local leadership and action programs. Also, we need to identify sources with which to reach the Hispanic Elderly in order to get them involved. The press, radio, television, public hearings, informal meetings, and reports are a few examples. All of these are useful in informing our Spanish speaking Elderly about particular projects or events, and to encourage their involvement in activities that play a role in determining the quality of services they will receive.

DISCUSSION QUESTIONS

1. How do you get community groups involved in the planning process of programs for the Hispanic Elderly?

2. If you do get organizations participating, how do you get the funding agency to meet the needs established by the group?

3. How do you get different factions within the community to work together for a common need?

4. How do you get the Hispanic Community to feel they are contributing to the decision-making process?

5. How do you get the Hispanic community to feel that what federal programs offer are not handouts?

PARTICIPATION OF THE HISPANIC COMMUNITY

Maria Poinsette

Ms. Poinsette began her presentation by underscoring a phenomenon that has touched all American families and one which has had a telling effect on American culture--that is the extent to which the average American family moves and changes residences. The Hispanic family is not excluded from this pattern, as fully 63 per cent have moved from one address to another in the last five years.

Given that basic fact of American way of life, Ms. Poinsette feels that such fluidity strikes at the very nucleus of the Hispanic culture--the family. And until the effects of such movements on the family are understood, social programs for the Hispanic Community, and particularly the Hispanic Elderly, will fail.

Ms. Poinsette feels that certain values of the Hispanic Elderly are not fully appreciated by program planners and directors. She feels that this is a reason why programs are failing. She feels that some values are changing, and as such so should the response of programs and program agencies.

1. The value of esteem and respect. This value is not necessarily particular to the Hispanic Elderly but is one that affects the self-esteem and respect of all the elderly. Most programs, she feels, are youth-fixated so that the Elderly are channeled into game-playing and other adolescent behaviour. The conscription of

elders into such programs are viewed by the Hispanic Elderly as an insulting manner of treatment. Such childish behaviour does not conform to the rigid values of the Hispanic culture in which the elderly are viewed (and demand to be viewed) as solid figures to be respected. Historically, the Hispanic Elderly have been given roles of authority within their culture, roles that have provided them with the need to be active and the opportunity to be needed. Ms. Poinsette feels that the structuring of programs affecting the Hispanic Elderly ought to include mechanisms which allow the elderly to fully participate in decision-making, thus providing them with a sense of active participation and meaningful existence.

2. The value of accepting and returning. Ms. Poinsette feels this value is crucial. All during their adult life, the Hispanic is taught to give as easily as he accepts. There is a definitive idea whithin the Hispanic culture that a favor given is a favor to be returned. Ms. Poinsette, then, feels that once program staffers extend their help, aid or any type of assistance that the elderly, too, ought to be allowed an opportunity to give back to the people who are helping them. It is essential that Hispanic Elderly people be afforded the chance to complete the give and take cycle by which they have lived all through their life. To not give them that chance, program agencies run the risk of endangering the success of their program because the Hispanic elder is too proud to only receive. She feels both the program people and the elderly ought to expand their roles in dealing with each other.

3. The value of family. A recurring problem within programs geared for the Hispanic Elderly is that the elderly do not join and volunteer for projects sponsored for their benefit. This is because the program does not understand the value of the family. The family in the Hispanic culture has always been the source for group activity. The grandparents participate in the same activity as does the youngest. In family endeavors, there never has been a segregation according to age. The same is not true in the Anglo, dominant culture where segregation easily is begun at the earliest ages. So, when the Hispanic Elderly are segregated into elderly programs, there is no substitute for the entire family participation to which they are used to. Ms. Poinsette feels that an extension of the family ought to be incorporated into present and future programs. Especially in programs as those run in nursing homes, where the elderly are totally shut-off from participation in an active family.

4. The value of personal contacts. Once an adult becomes an elder in the Hispanic culture, he wants to also relate to individuals of his stature and of his class. An elderly Hispanic does not respond well to the media or to general appeals but has a great need to relate to people that he respects, that he will listen to. There is a great worth placed on personally meeting someone with whom to communicate. Programs have failed to attract elderly Hispanic participation because the initial advertisements on the media do not reflect the need for a one-to-one relationship and one-on-one communication. There must be included in program development a continuing personal contact with the Hispanic elderly.

5. The value of independence. As the Hispanic Elderly person is forced to become self-sustaining, he becomes increasingly independent and suspicious of agencies and agency personnel. The older person fears greatly being reduced to a dependent, non-giving person and because of that, he/she rejects any potential affiliation with any agency. There must be, Ms. Poinsette feels, an extension of respect models, so that the Hispanic Elderly can partake of the services offered them, but yet preserve their pride, their independence and their culture.

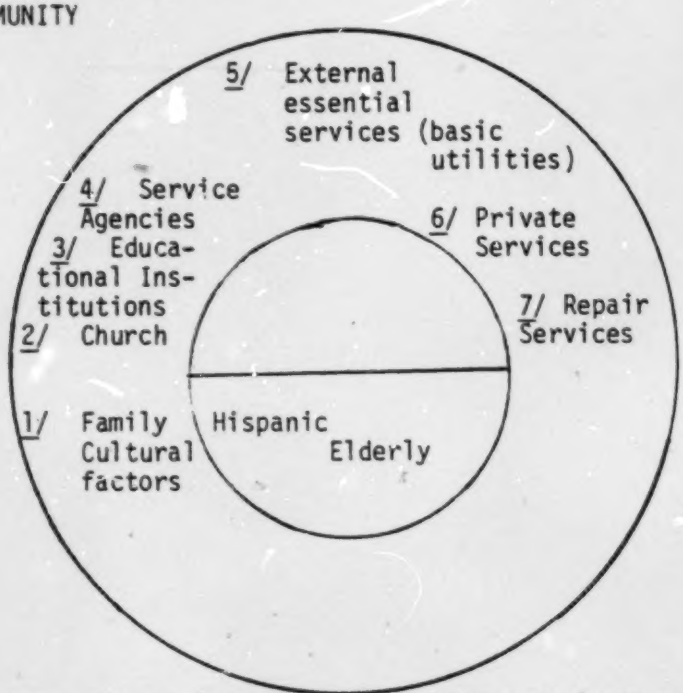
6. The internalization of social anxiety. Because of his/her pride the Hispanic older person has internalized a great fear that stems from social anxiety. Their anxiety is in part due to their economic status but also to their fear that somehow, after all these years, they might be uprooted from their families by insensitive immigration officials. Inherent in this anxiety is a belief that they do not have the means by which to protect themselves if such a challenge to their residency status would arise. Ms. Poinsette feels that programs ought to continuously provide factual, legal re-enforcement and thus alleviate this social concern and insure greater participation.

7. The value of the continuity of life. Ms. Poinsette feels that this is the greatest of the values inherent in the Hispanic Elderly. There is the feeling in American culture that once a person reaches certain age, he or she must change his/her role in life. The Hispanic Elderly have repeatedly rejected the idea that due to a simple age differential, somehow a person cannot perform naturally as before. This is viewed as the most important reason why Hispanic elders reject programs which are presently structured to provide activity simply for the sake of activity. Present programs greatly insult the ability of the Hispanic elderly to carry on as they would want to, feeling that they lead good, productive, respectful and honorable lives. And they want to continue that way, and see no change necessary to make their lives more complete. Ms. Poinsette feels that time need not be programmed within programs geared for the elderly. Time ought to be allowed so that each individual can pursue the continuity and natural progression of his/her life.

Maria Ramirez

Ms. Ramirez presented the following model of existing relationships between the Hispanic Elderly and integral parts of the general community. She strongly felt that by affecting positively each of the components, the Hispanic Elderly could in turn be better served.

THE COMMUNITY



1. Family, cultural factors greatly affect the well-being of the elderly. How a family treats its elderly members has a great bearing on their positive well-being and their mental attitude.

2. The relationship with the Church is one which has traditionally met the spiritual needs of the Hispanic Elderly and sometimes serves as a focal point of social activities.

3. Educational institutions can affect the elderly by providing those services (which the elderly did not receive) to the young. The elderly would then benefit indirectly by the general improvement of the Hispanic community. But educational institutions can also serve the elderly directly, providing programs for a developmental education, that is, teaching them methods by which to better cope with the dominant culture.

4. Service agencies such as those funded by federal monies ought to be more fully informed on the culture which the agencies are attempting to service. A basic need within the elderly Hispanic community is to understand the workings and methods of bureaucratic systems.

5. External, essential services such as those provided by utility

companies, for example, ought to be made available to the elderly on a basis which they understand. Proper billing procedures should be well-explained and a system of community communication with power companies ought to be formulated and continued. Utility companies ought to be fully aware also that as a service agency they, too, must understand the consuming community.

6. Private services such as those provided by medical offices and pharmacies should be better than all the other servicing agencies in understanding the culture of the Hispanic Elderly. Assumptions and suppositions easily generalized to the dominant (Anglo) culture ought to be critically reviewed and then properly restructured so that basic needs are understood and then met.

7. Repair services on basic appliances and other household fixtures should, again, be provided in such a way that the elderly Hispanic can understand what kinds of repair services are needed, what the cost would be, and what channels he would have to employ to make the needed repairs.

In sum, Ms. Ramirez emphasized that by the active participation on the part of the general Hispanic Community in the affairs affecting the above stated factors, the Hispanic Elderly would be greatly and immediately served and in the long run so would be those who are not yet elderly, but soon will be.

Rev. Mario Vizcaino

Rev. Vizcaino presented a plan by which the Hispanic community could actively participate in the affairs of the general community. His plan catalogued three sectors of society which are crucial to Hispanic needs and then he presented three steps he thought were needed to achieve a higher degree of Hispanic involvement.

HISPANIC COMMUNITY	CONSUMER	ESTABLISHMENT
INFORMATION:		
1. Lack of knowledge 2. Lack of input	3. Lack of information concerning institutions which provide and consume 4. Lack of creativity	5. No realization of needs
MENTALIZATION:		
6. Obligation to inform the general community and raise level of awareness	7. Legal rights 8. Public confidence personal pride	9. Understand system, leads system understanding the needs of community

Rev. Mario Vizcaino (continued)

HISPANIC COMMUNITY	CONSUMER	ESTABLISHMENT
COORDINATION:		
10. Community effort	11. Ascertain priorities 12. Appoint power brokers	13. Contest establishment

1. The Rev. Vizcaino feels that a critical and chronic lack of knowledge exists within the Hispanic communities across the country. Not only about the general mechanism and system that governs society itself, but also about each differing Hispanic community.

2. Because of this lack of information, there has been a lack of input into those decisions making processes which greatly affect the general Hispanic community.

3. The general lack of knowledge within the community has led to a lack of understanding by the community of those institutions which provide consumer services and how those institutions serve themselves.

4. Having to depend on these institutions for services because of the general lack of knowledge within the community, the creativity of the community has been suppressed and stifled.

5. And as a result of that, since the Hispanic community has not greatly produced for the general society and has not made a creative effort to produce, the prevailing establishment has no realization of the particular needs of the Hispanic community.

6. It is up to the community itself, then, to become aware mentally of its own obligation to inform itself and to raise the overall level of awareness.

7. In so doing, the community would be able to understand its rights as a consumer of public and private services, and by so doing, 8. create an air of public confidence and personal pride.

9. By understanding itself and by then making known its awareness of its rights, the community can understand the workings of the establishment and by so doing, can raise the level of awareness within the establishment itself.

10. Once both parties understand that each is aware of the other's needs and demands, a coordination of community efforts must be realized. An economic and political minority has by its very numeric nature, to stand singularly in any contest with an established force. Otherwise, its days as a community, trying to maintain its cultural values and trying to preserve its rights, are numbered.

11. The community, before speaking with one voice, ought to have ascertained it s priorities and should have 12. appointed power brokers to bargain for those priorities.

13. As a result of such coordination, the contesting historical procedures and priorities can be challenged and restructured.

Participative session

Questions were directed at the four panelists on each of their presentations. General approval was given by the audience to Ms. Poinsette's presentation of Hispanic cultural values.

Ms. Ramirez' model differed somewhat from the Rev. Vizcaino's in that she favored approaching individual factors which she identified as affecting the Hispanic community while he favored a more global approach, internalizing information within the community and mobilizing it to further its goals.

The notion of Rev. Vizcaino's model of having community power brokers appealed to some in the audience but not to others. Some felt that perhaps some of the organizations already established as power brokers have not served the Hispanic community. There was a strong feeling that some organizations have no grassroot support at all and that perhaps there ought to be a re-directing of efforts to insure that the Hispanic community be better served and better heard.

As a result of the discussion, several resolutions were reached by their workshops:

1. that direct technical assistance should be geared to the elderly community and that advocacy of elderly needs should be the first priority;

2. that a training and guidance manual be provided so that the community itself could further it s own goals;

3. that a central information center be supported so that the community itself might be able to obtain information on its own initiative;

4. that a training program be established and sponsored to expedite the expanding of community participation in decision-making processes.

V. CULTURAL, PSYCHOLOGICAL, AND DEMOGRAPHIC PROFILE OF THE HISPANIC ELDERLY

Speaker: Dr. Ramon Valle, Professor, School of Social Work, San Diego State University

Resource Person: Andres Hernandez, Administrative Coordinator, Asociacion Nacional Pro Personas Mayores, Washington Liaison Office

Moderator: Rev. Peter Garcia, Assistant Coordinator, Hispanic Apostolates, Los Angeles Archdiocese

DISCUSSION QUESTIONS

1. Is there available at this time a sufficient data base which can be used for planning and implementation of services to the Hispanic Elderly?

2. To what extent is it possible to apply findings resulting from general Elderly population studies to the Hispanic senior citizen communities?

3. What are the cultural, psychological and demographic characteristics of the Hispanic Elderly?

4. How do these traits determine the social service needs of the Hispanic Elderly?

Dr. Valle was provided funds through the Administration on Aging to develop a new methodical approach in doing social service research on the Hispanic Elderly. He attempted to compare his interview of 218 Latinos with data previously gathered by similar methods from seven other cross-culturally investigated minority groups.

During the period from June 1974 to March 1975, there was interaction with community groups for purposes of developing a research design. All community groups and respondents were provided monetary stipends because of their professional contribution to the project.

Two main research techniques were developed:

1. A "relational" random sampling technique in order to develop alternate random sampling procedures for a Latino community;

2. "la platica" method, by which an average of 4 hours of concentrated interviewing was held to elicit basic data, providing one half hour for purposes of introduction and for establishing rapport with the interviewer.

Although preliminary data had been obtained, Dr. Valle could not make a full presentation due to the fact that his data was still being analyzed and at the time of his presentation could not present any hard data which could be documented. He did state, however, that the median age of the Hispanic Elderly sample was only 68.

In addition, Dr. Valle alluded to the design of a "Service Oriented System" in which two or three persons serve Elderly Hispanics on a totally volunteer basis. Although work on this system has just recently begun and no final statements have been made, several factors have been recognized:

1. Although there are many needs which could be serviced by existing systems within the minority communities many minority aged under-use these services or ignore them completely.

2. Although the Mexican-American aged do not as a rule seek services from existing professional systems, there exists within the minority aged community a SERVICE ORIENTED SYSTEM, with current knowledge of individual and group needs, with an extensive communicative network of informational activity, referral and cross referral, emotional support assistance and delivery of services. There is, furthermore, ongoing analysis of the SYSTEM, with broad input from individuals and groups, resulting in a constant upgrading and in-depth assessment of all services.

3. This SERVICE ORIENTED SYSTEM is characterized by a STRUCTURE, general to most Mexican-American communities or barrios, which consists of several main components:

a. There is one person, generally a woman (in some areas there may be more than one person, at times a man) who serves as the overall contact. As a SERVIDORA COMUNICATIVA, this person is extremely versatile in her capacity as a contact for information, referral and direct services. Usually bilingual, she serves as liaison between informal barrio and establishment systems and her constituency, and is probably the single most influential catalyst for the use or underuse of all establishment services. She may have one or more assistants or "lieutenants" who further relay information and widen the network.

b. The CONSTITUENCY, usually living within the normal boundaries of the community, is composed of mature or elderly Mexican-Americans whose linkage and cohesiveness is determined by certain key cultural features. Spillover often occurs, as when conditions effect relatives and friends in other communities.

c. The SERVIDORES usually fall into two categories and there is at times an overlapping, as when a doctor's diagnosis is confirmed by a curandera or a referral is evaluated and modified by peers.

Dr. Valle expects that the data compiled and the resulting analysis will be useful to both governmental and private agencies, to all key people in decision-making positions which directly or indirectly affect the Mexican-American or Latino aged, and to persons dealing with nutrition, transportation, housing, health, legal affairs, mental health, jobs, legislation, social interaction, alcoholism and related areas, adult education counseling, human relations (all aspects of social services), communications and consumer education.

RECOMMENDATIONS

The following recommendations were made:

1. That every effort be made to identify, train and promote Hispanic researchers who can work on behalf of the Hispanic Elderly;

2. that "culturally sensitive" curriculum be encouraged and supported at all levels of the educational arena;

3. that resources be provided which would sensitize policy makers to the cultural traits of the Hispanic Elderly at all State and national inter-departmental levels;

4. that an extensive library of Hispanic Elderly resources be established through the Asociacion Nacional, and supported through grants from the Administration on Aging and other public and private funding sources;

5. that there be immediate appointments of Hispanic gerontologists to top level policy making positions in Washington;

6. that a concerted effort be made to coordinate all federal, State and local Hispanic organizations in order to support the interests of the Elderly at national conferences, meetings, and hearings, and to ensure a fair distribution of monies and resources to the Hispanic Elderly community.

VI. FUTURE TRENDS IN MINORITY AGING

Speakers: Carmela G. Lacayo, National Executive Director, Asociacion Nacional Pro Personas Mayores

Dr. E. Percil Stanford, Director, Center on Aging, San Diego, California

Kogi Sayama, Senior Project Coordinator, Office for the Aging, AAA, Los Angeles

Moderator: Andres Hernandez, Administrative Coordinator, Washington Liaison Office, Asociacion Nacional Pro Personas Mayores

DISCUSSION QUESTIONS

1. What are the present trends in minority aging?

2. What is the future of the AAA's in your area based on present performance?

3. How can the Hispanic Elderly be forged into an effective political force?

4. Will the expansion of present services be adequate in the future or will different services have to be established?

5. What medical services must be provided to secure the physical well-being of the Hispanic Elderly?

6. What steps have to be taken to insure that basic medical services are kept at minimal costs?

FUTURE TRENDS IN MINORITY AGING

What does the future hold in store for the minority aged? Is our present supply of resources capable of providing for the varied and diverse needs of our elderly in the future? This seminar explored the existing mechanisms of service delivery and analyzed their ability to cope with the future needs and demands of all elderly. Emphasis was placed on the minority aged, however, because present indicators point to the existence of a deficit in the rate of federal expenditures for social, physical, and mental health programs which reach these elderly.

The three speakers presented points of view from an Hispanic, Black, and Asian perspective and sought to identify the differences and similarities in the current prevailing conditions. There was consensus that although the cultures are very dissimilar they share a corresponding status in the socio-economic arena. These cultures face another similar predicament - that is a lack of services and agencies for which to turn to in time of need; and so too, they are experiencing a rapid growth in the number of elderly in their ranks - disproportionate to the rest of the population.

Ms. Lacayo stressed the importance of accurate census taking due to the fact that this data usually determines the amount of dollars spent on programs beneficial to the minority elderly. The problem is more salient for the Hispanic because of the high number of undocumented workers that enter this country, and because of the problem of definition and identification, i.e., are we "Persons of Spanish Language", "Persons of Spanish Origin", or "Persons with Spanish Surname"? Also revealed was the fact that a disproportionate number of Hispanic Elderly work after the age of 65 because they rarely had the chance to work in jobs with social security benefits or pension programs.

How do these factors determine the quality and quantity of services to the Elderly? How will these factors change in the future, and what must be done, or is being done to effectively handle unforeseen changes in the lifestyles of our Elderly? Answers to these questions and other items of interest were discussed.

RECOMMENDATIONS

1. create a cross-cultural network of communication which would produce new ideas and methods of service delivery most beneficial to all Elderly persons;

2. provide input into census surveys to insure a more accurate account of the size of the Hispanic population;

3. analyze staffing patterns of aging agencies and assist in making any necessary alterations which would improve relations with their constituents;

4. do research analysis of what has been done in terms of projecting future needs of the elderly, what can be done, and how it should be done;

5. write proposals for new programs and support existing ones which are effective in utilizing demographics, statistics, and social and economic indicators as their data base in identifying the minority elderly and their needs;

6. consult qualified personnel to determine which new projects will give the greatest return per investment.

VII INFORMATION AND REFERRAL - A VITAL LINK BETWEEN THE HISPANIC ELDERLY AND SERVICE PROVIDER

Speaker: Manuel Ahuero, Teacher/Coordinator, Active Senior Citizens Program, Los Angeles City Schools

Resource Persons: Stu Siless, MSW, Social Worker, Adult Protective Services

Rebecca Bustamante, I and R Specialist, Albuquerque, New Mexico

Moderator: Ellen Quigley, Gerontology Coordinator, Garfield Community Adult School, L.A. Unified School District

DISCUSSION QUESTIONS

1. What are the factors involved in the success or failure of existing Information and Referral systems?

2. What specific factors must be taken into account while selecting staff and developing training programs for I and R staff?

3. Are I and R directories as presently compiled and used, a useful instrument for information dissemination?

The following is a portion of the text presented by Ms. Bustamante:

INFORMATION AND REFERRAL

Information is the most important service which is provided by an information and referral center. Information giving is limited to the simple giving of information about services and facilities and does not involve any attempt to see that the person reaches the services he seems to need. Referral is establishing a connection between the person and the available service. It is actually the bringing of the caller together with the recommended service. It is sometimes difficult to draw a clear line between information giving and referral.

To know which is the right service at any one time and to discern whether the specific information requested is really that which is wanted or needed takes experienced and qualified workers. The persons working in I&R must be able to detect whether or not the inquirer will follow through in obtaining the service he is requesting.

In setting up an I&R system one must decide whether it will be a walk-in service or a telephone service. There is no evidence of any significant difference in productivity or labor costs between a walk-in and telephone operation. The type of system developed largely depends on the clients to be served and where they live. Because of the transportation problem in a rural area a telephone system will be more effective than a walk-in system.

Staffing considerations are very important. One must decide on how many staff members will be needed to effectively run an I&R system. Will the staff be paid, volunteer, or a combination of both? One very important factor here is to consider the clientele to be served. For example, if the area to be served is predominantly Hispanic, it is essential that the staff members be bilingual/bicultural, and acquainted with the services available.

On-going staff training is an important part of a good I&R system. Changes in the laws effecting senior citizens are always taking place, therefore, it is essential that the I&R staff are kept abreast of these amendments.

Before an I&R system is put into effect a resource file should be developed and familiarized by all the staff. The more familiar you are with it the more efficient one will be in finding the resource or resources most relevant to the client's problem. This is very important because the service one provides depends on one's knowledge of community resources and one's ability to use the resource file efficiently. It is the responsibility of the staff to keep this resource file up to date.

Upon receiving a call, a form should be filled logging the call. The interviewer should get the caller's name. If the caller wishes to remain anonymous, he may but the interviewer should make every effort to get the name. It is very important that the interviewer get the caller's telephone number. This number should be obtained immediately. The reason for this is in the event you are disconnected you may call back or you might get so involved in the problem you find you need to do additional work and will call the client back. If you did not get the number, it will be impossible to pursue the contact. The interviewer should always keep in mind the dignity, value and importance of each individual person. The I&R agent should not impose his/her views on the caller.

To begin, the interviewer should establish the caller's confidence. You might have to spend some time putting fears and apprehensions to rest. Remember, the relationship established effects everything that follows.

The interviewer must be a good listener, and must be able to look beneath the surface. Sometimes you will notice that a person has a more basic problem than the one he is telling you. Many people have frequent emergencies because they have unsolved problems which keep causing crises. If you can help to solve the more basic problem you are indeed doing your job well. However, if the caller does not want to face up to the basic problem you must not pry; respect the person's privacy. The interviewer should not lead the caller into a particular answer. Let the person decide for himself. Frequently, in relating to others, people are eager to please. The caller may give an answer or make a decision on a desire to please you rather than on his needs and preferences alone.

In helping to solve the caller's problem the interviewer must know enough about the person's situation to link him to the resource which is most likely to solve his problem in a satisfactory manner. Another thing to remember is that anything the caller tells you is confidential. You must not talk about it with anyone without the caller's permission. In giving information to the caller it is important to keep in mind that you should provide the person with only that information which is useful and relevant to his problem. Additional, irrelevant information may only confuse and frighten him. Remember to give the caller all of the information needed to get in touch with a facility. This should include: (1) the name of the facility; (2) the address of the facility; (3) the telephone number of the facility; (4) the name of a specific person to contact at the facility; (5) information on how to get there.

After you have given out the information try to make sure the caller understands it. The information may be new to him, it might be complicated to him he might be hard of hearing and doesn't want to tell you. Remember, do not give out personal advice. Do not recommend one agency over another if there are two agencies providing the service.

It is very important not to become too personally involved with people who call. You should remember you are not the solution to the person's problem. You are the means of helping a person to receive the kinds of services he needs in solving his problem. Do not create a feeling of dependency. You must remember that there are some problems that you will not be able to solve or help solve. Never give your home telephone number to a caller.

Follow-up by the interviewer to see if in fact the caller was helped is an essential part of a good I&R system. In working in an I&R program you will discover the serious gaps in available services which exist. Not being able to direct a caller to the service he needs because it does not exist is one of the most frustrating experiences in working in I&R. But, if records are properly kept, this basic I&R service can provide important statistical information about the kinds of problems people have and the extent of their occurrence, plus valuable information about the ability of the community to meet these needs.

What I have talked about is a basic I&R service. There are other I&R programs which provide outreach, escort service and advocacy. These services depend on you and how you want to develop your I&R program.

PUBLICATIONS ON I&R*

I&R Centers:	A Functional Analysis (1971)
I&R Services:	Reaching Out (1973)
I&R Services:	The Resource File (1973)
I&R Services:	Information-Giving and Referral (1974)
I&R Services:	Volunteer Escort Services (working draft)
I&R Services:	Follow-Up (working draft)
I&R Services:	The Role of Advocacy (working draft)
I&R Services:	A Training Syllabus (out of print)

* Available from the Administration on Aging, Office of Human Development, DHEW, Washington, D.C.

RECOMMENDATIONS

1. Increase the numbers of bilingual/bicultural personnel in I and R agencies.

2. provide bilingual literature;

3. if necessary, sub-contract bilingual services to I and R agencies with non bilingual staff;

4. always include follow-up personnel to evaluate referrals;

5. the information and referral agent must become an expert in the needs of his/her constituents;

6. the non-Hispanic I and R agent should become knowledgeable of the cultural values and characteristics of the Hispanic community through extensive training and development;

7. with the wealth of information that passes through the I and R centers, they should be knowledgeable enough to assume roles as community advocates.

VIII. DEVELOPING PROGRAMS FOR THE AGED: ADMINISTRATIVE, LEGAL, AND FISCAL ASPECTS

Speaker: Gladys Garcia; E.S.L. Administrator, Los Angeles, California

Resource Persons: Juan Rodriguez-Muñoz; Executive Director, National Puerto Rican Training Institute, New York, New York

Antonio Correa; Specialist on Aging, Region 9, Administration on Aging.

Moderator: Jesus C. Hernandez; Administrative Coordinator, Asociacion Nacional Pro Personas Mayores, National Office

Knowing the methods of applying for funds and what to do with them thereafter determines the number of programs that will exist for our Hispanic Elderly. The development of these programs requires knowledge of three basic components:

1. Administrative
2. Legal
3. Fiscal

These elements together combine for an efficient means of increasing the quality of services delivered to our constituents. Below are brief descriptions of each element:

Administrative: What does the administrative aspect of a program entail? How important is it to the success of a program? What is the role of the administrative body in the setting of goals, objectives, and how should these ends be achieved? One of the basic principles here is that there should be a clearcut understanding of the original proposal and the contract that has been entered into by the funding source and one's organization. Then it is imperative that the roles, responsibilities, and goals of the organization be identified along with the current level of needs of the target groups to be served by the project.

Legal: A program generally carries with it a formal legal authorization that binds the funding source and the project director, usually through a contract, in pursuit of a common goal or purpose. This contract, specifies the scope and extent of sponsor tasks and recipient tasks, in addition to setting forth the terms and conditions to guide in the transfer of funds. The binding contract may be a very comprehensive document involving extensive negotiations before being fully accepted by both parties.

Fiscal: Government funded programs, as do most programs, have specified resources including money, commitments for staff time, material, equipment, and facility resources. These resources should be deployed and allocated in the most cost-effective manner that will achieve the purpose of the project. Grants are not merely given to be used as the project director sees fit. Instead, a basic chain of accountability is established which provides for an accounting of the fiscal aspects of the project.

DISCUSSION QUESTIONS

1. Is the current AAA's planning mechanism for senior programs effective in developing programs for the "high-risk" (low-income minority) elderly?

2. What types of agencies (community based organization, local governments) should be mandated to develop programs and which types of agencies should be service providers?

3. If a current funded project is not meeting the contract "scope of services", what is the process for developing new goals and objectives, so the program would be more beneficial to the Elderly?

4. Once funded an organization must exhibit fiscal integrity and administrative efficiency to increase its chances of being refunded. If there are deficiencies, how can they be rectified?

At this seminar, the theoretical and practical orientations of program development were presented by Ms. Gladys Garcia and Mr. Juan Rodriguez-Muñoz respectively. Mr. Antonio Correa then gave insight into the present status of funding organizations and what they expect from new applicants.

Ms. Garcia stated that throughout the lifetime of the program there must be an assessment format to ensure proper program maturation. She feels that it is important to seek other sources of funding to support unexpected developments which may place the program in jeopardy. Ms. Garcia then went on to state the importance of itemizing staff fringe benefits, travel costs, material costs, and other latent costs which may be deceptive in terms of their impact on the functions of the organization. She then said that the funding agent should receive resumes or outlines which give full particulars of the experiences and skills of the hired or prospective personnel, and should in every way reflect their qualifications for the job.

Finally, Ms. Garcia stated that the more the final product resembles the original goals of the program, the more likely it is to be refunded.

Mr. Rodriguez-Muñoz initiated his discussion by saying that we need to develop more programs and pressure existing ones because Hispanic older persons are not receiving quality services. He identified four often neglected points which are very important to the success of the program:

1. Reporting - presents what you are doing. Take time to prepare a good report. It not only reflects a professional image, but gives you a clear view of the state of affairs.

2. Program evaluation - an evaluation can be done internally or externally. The funding source has the right to choose its own evaluator, but it is wise to keep an update evaluation of your own.

3. Internal Problems - solve policy and programatic problems as soon as they arise. Assistance is usually available from the funding source, legislators, personal contacts, or other professional organizations. Deal with all problems and solve them.

4. Refunding - the day you get funded, work on your refunding. Though funding sources are limited, governmental agencies, private industry, city, and county offices, usually have monies.

Mr. Antonio Correa began with the fact that most aging programs are funded by the State and that most of the time the State has financial resources to develop new programs. He also emphasized the importance of getting qualified trained personnel into the Aging field which would push for our concerns. Mr. Correa feels that often we hurt ourselves by submitting low quality proposals simply because we do not know the criteria for developing good ones. "If you are not a professional proposal writer you should hire someone to do it". Also, various agencies, including AAA's, can give some assistance in this area.

Finally, Mr. Correa stressed that we should be working cooperatively instead of trying to outdo each other, and that we should seek help at the first signs of trouble. This will not only prolong our programs, but will allow us to provide quality services.

As a result of these discussions, the following resolutions were agreed upon:

1. that we unify in a collective effort to seek greater federal expenditures in the field of aging;

2. that we ensure that the needs of the Hispanic Elderly are identified and made aware to the decision makers; then write proposals and position papers which deal with these aspects;

3. that we list all existing programs which deal with the Hispanic Elderly and assess them to ensure that efforts are not being wasted;

4. that we identify why programs do not meet contract scope of services. What is at fault? Was the planning adequate? Have new needs been identified?

5. that we seek political support for change in goals and objectives if need be ; accountability will be required and a reduction of monies is possible if services are reduced.

It was also brought out that we should look at other programs that have gone through similar experiences to develop proper courses of action.

CONCLUSION

The Conference was successful in building bridges of communication between senior citizens, professionals in the field of aging, and legislators at the local, state, and federal branches of government. It also served to establish lines of priority among the experts and to direct their resources toward the maximum good.

Many of the recommendations were repeated in various workshops which serves to illustrate the urgency at which action must be taken. Of these, two recommendations clearly stand out: (1) the need to increase fiscal expenditures on Hispanic-oriented programs and research, and (2) the need to maintain a national center or clearinghouse on the Hispanic Elderly. It is the intent of the Asociacion Nacional Pro Personas Mayores to ensure that the recommendations and conclusions contained in this report of the "First Western Regional Hispanic Conference on Aging" are given precedence in policy-making sessions.

A National Conference will serve as a follow-up measure to further reinforce our findings and to disclose any new revelations concerning the Hispanic Elderly.

We wish to extend once again, a warm note of appreciation to everyone who participated in making this event a success. We trust this is a sign that a more progressive and meaningful future is in store for our Hispanic Elderly.